Technology Service Provider - IT and Infrastructure Support

Business Requirement

A market leading managed service provider was faced with the challenge of a new client needing a niche skilled support for their systems and applications. The complex management requirements for the client's systems left the IT provider with the prospect of having to employ expensive experts to maintain a 24/7 service operation.

The Challenges

- Client team comprised of subject matter experts and industry veterans with lesser know-how of technology stacks.
- IT Staff are highly skilled, well trained and valuable resources, but were spending too much time manually undertaking systems administration tasks, running diagnostics and performing system checks.
- Customer had already invested in expensive and tried solutions.

Avenir Solution

Avenir collaboratively worked with the client to define the technology strategy, a hybrid-cloud model with data residing behind the firewall of the end customer, and the front end deployed on the cloud.

Deployed Virtual Workers to manage and automate several complex, low-volume system administration tasks around IT applications and infrastructure - including validation, regular testing, diagnostics and fault remediation. This replaced the need to deploy trained staff to perform these tasks. The quality of service delivered by the provider improved vastly. Critical activities that were time consuming are now being executed more regularly, offering speedy system support. The solution considerably improved the service, and resulted in an estimated savings of £250K in staff costs compared to the use of offshore resources, or £500K compared to locally employed staff.